



Weathering the Storm

Storm advice for
Louisiana Insurance Consumers

Louisiana Department of Insurance
J. Robert Wooley, Commissioner

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A message from Commissioner of Insurance J. Robert Wooley

Living in Louisiana, residents are constantly faced with the threat of severe weather. Each year, Louisianians are plagued with the possibility of hurricanes, tornadoes, floods, hail storms, damaging winds, and even the occasional ice storm. All of these forms of severe weather can potentially cause hundreds of millions of dollars in property damage across the state. Insurance offers financial protection against storm damage, but you need the proper insurance in the right amounts.

This brochure is designed to help you understand the storm coverage you need before the storm, and how to best protect your interests after the storm if you need to file a claim. It also offers helpful hints on how to best protect your family and property when faced with various types of severe weather.

We hope the information contained inside will help manage any claims you may have. Our goal is to help you receive the insurance benefits you are due and have your home and personal possessions restored to you.

Sincerely,

A handwritten signature in blue ink, appearing to read 'J. Robert Wooley'. The signature is fluid and stylized, with a long horizontal stroke extending to the right.

J. Robert Wooley
Commissioner of Insurance

Everyone is subject to severe weather damage.

No matter where you live in Louisiana you are subject to the effects of severe weather such as hurricanes, tornadoes, straight-line winds, hail storms and floods. All residents should be prepared for hurricane season, which begins in June and continues through November.

Many inland residents do not adequately prepare for storm disasters because they believe they are too far from the coast to be affected by a hurricane's winds and waves. True, when a hurricane moves inland its winds weaken, but inland flooding can be extremely destructive and expensive.

Before the skies are threatening.

► **Make sure your home and property are covered.** One of the most important things you can do before hurricane season begins is make sure you have proper homeowners and flood insurance. Check with your agent to find out exactly what types of damage are covered in your homeowners policy.

Many people living in our flood-prone state do not realize that while their homeowners policy may cover damage due to wind or hail, it does not cover damage due to floods. To fully protect your home and family, purchase a flood insurance policy through your local company or agent, or call the National Flood Insurance Program (NFIP) for the name of a participating agent near you. But don't wait until a storm is coming to purchase flood insurance, as it may take 30 days after purchase for a flood insurance policy to go into effect. Also, many companies restrict the sale of insurance once a hurricane or tropical storm enters the Gulf of Mexico.

Some homeowners policies, especially for property along the coast, may also exclude wind and hail damage. If your homeowners policy does not cover wind and hail damage, you may want to purchase supplemental coverage through either the FAIR (Fair Access to Insurance Requirements) plan or Coastal insurance plan.

Check with your agent to see if there is a hurricane deductible written into your policy. There is a trend among insurance companies in Louisiana to apply a hurricane deductible to homeowners policies due to the frequency of storms in our state. For example, a two-percent hurricane deductible would require you to pay up to two percent of the insured value of your home instead of the usual deductible you pay when you have other types of losses. In most cases, however, you can “buy back” the hurricane deductible by paying a higher premium.

You may also want to check your auto policy; comprehensive coverage usually pays if a storm or flood damages your car.

► **Make a record of your personal property.** Take an itemized inventory of all furnishings, clothing and valuables to help your adjuster in case of a claim. List model and serial numbers and attach sales receipts if possible. It is also a good idea to take pictures and/or make a video log of each room and the exterior of your home.

► **Protect your insurance policies and other important documents.** Make sure you keep copies of your policies and your inventory list in a secure place like a safety deposit box, or store them in a watertight box you can take with you in case of an evacuation. Make sure to include with your records the name of the agent who wrote your policy. Let family members or trusted friends know where to find your records in case you are unable to retrieve them after the storm.

► **Plan for the worst.** Make a plan of action in case a storm hits. Designate two meeting places for your family: a location in your home in case of flash flooding or other immediate disaster, and a location outside your neighborhood in case you cannot return home. Designate an uncluttered, windowless area in a lower level of your home as a shelter, and conduct tornado drills there each season. Have an out-of-state contact that everyone should “check-in with” in case of separation during a storm. It is often easier to call out-of-state during a disaster.

Important planning steps:

- Post emergency telephone numbers by every phone.
- Show responsible family members how and when to shut off water, gas and electricity at main switches.
- Make sure all battery-operated appliances are in working order and keep back-up radios and flashlights on hand. Remember, you can never have too many extra batteries.
- Learn first aid and CPR. You can contact your local American Red Cross chapter for information and training.
- Know what skills your neighbors have that could be useful in times of emergency, such as medical and technical training.
- Make emergency arrangements for your pets. Since most shelters will not take pets, you should call your vet or local Humane Society to find out where you can take your pets in case of an evacuation.

There are six basics you should stock in your home to prepare for the worst:

1. Water – store at least one gallon of water per person per day. You should get a three-day supply of water for each person in your household.
2. Food – store at least a three-day supply of nonperishable food items. Select foods that require no refrigeration, no preparation, no cooking and little or no water. Also, make sure the items are compact and lightweight.
3. First Aid Kit – assemble first aid kits for your home and car that include sterile bandages and pads, scissors and sewing kit, soap, antiseptic and nonprescription drugs.
4. Tools and Supplies – make sure you have a flashlight and battery operated radio with extra batteries, cash or traveler's checks with change, and sanitation items like personal hygiene supplies and disinfectant.
5. Clothing and Bedding – pack at least one complete change of clothing and sturdy footwear per person. Include blankets or sleeping bags for bedding.
6. Special Items – remember family members with special needs, such as infants and elderly or disabled persons. Remember to pack any special diet foods and pet foods, as well as any prescription medication. Include books and games to pass the time.

When the storm hits...

- **Remain calm and patient.** Check for injuries and tend to anyone who has been hurt. Listen to your battery-powered radio for news and instructions. There are certain actions you can take to protect yourself and your loved ones during severe storms.

If you are caught in a thunderstorm with lightning striking near by, you should stay away from trees and drop to your knees and bend forward, wrapping your arms around your knees. If you are caught outside during a hailstorm you should seek shelter immediately, as large hailstones can be extremely dangerous. If you are caught in your car, stay there until the storm passes. If you are inside a building, stay away from glass, especially large windows or skylights.

- **If the water begins to rise...** retreat to the second floor, the attic or the roof if necessary. Take dry clothing, a flashlight and a radio with you to wait for help. Do not try to swim to safety. Instead, wait for rescuers to come to you. Move valuables such as important papers, jewelry and clothing to upper floors or higher elevations.

Fill bathtubs, sinks and plastic water bottles with clean water. However, you should first sanitize the sinks and tubs using bleach and rinse thoroughly before filling with clean water. You should also tie down or bring inside outdoor possessions such as lawn furniture, grills and trash cans.

- **If a tornado is sighted...** go at once to the basement, storm cellar, or the lowest level of the building. If there is no basement, go to an inner hallway or smaller inner room without windows, such as a bathroom or closet. Stay in the center of the room, away from windows and corners. Get under a piece of sturdy furniture such as a workbench, heavy table or desk, and hold on to it. Use your arms to protect your head and neck.

If you are in a mobile home, get out and find shelter elsewhere. If you are outside when a tornado is sighted and you cannot get indoors, lie in a ditch or low-lying area or crouch near a strong building. If you are in a car when a tornado is

sighted, do not try to out-drive the funnel. Tornadoes can change direction quickly, and can easily lift up a vehicle and toss it through the air. Therefore, get out of the vehicle immediately and take shelter in a nearby building. If you cannot make it indoors in time, get out of the car and lie in a ditch or low-lying area away from the vehicle. Be aware of the potential for flooding.

- ▶ **Check for damage in your home.** Sniff for natural gas leaks, starting with your water heater. Turn off any damaged utility lines, valves or circuits. If you find any spilled medicines or flammable liquids, clean them up immediately.
- ▶ **If you lose power...** turn your refrigerator and freezer to the lowest settings to keep food fresh as long as possible, and stay away from any downed power lines.
- ▶ **If you are forced to evacuate...** call your out-of-state contact and let that person know where you will be. Shut off the water and electricity at the main switches, and lock up your house.

Remember that most shelters do not take pets, so try to find a boarding kennel or other safe house for them. If you are forced to leave your pets behind, do not leave them chained or penned up outside. Some animals may be better off if they are allowed to roam free. If you choose to leave your pets indoors, shelter them as best you can and leave them food and water.

Do not drive through a flooded area; more people drown in their cars than anywhere else. Also, do not walk through flooded areas. As little as six inches of moving water can knock you off your feet.



Residents in New Orleans survey the floodwaters at Lakeshore Dr. and Canal Blvd. following 2002's Tropical Storm Isidore.

After the storm...

► **Call the insurance company or agent who sold you your policy as soon as possible.** When calling about your claim, keep a record of your conversations with insurance personnel including the person's name and the time and date of the call. If your home or property has been damaged, the agent will submit a loss form and an adjuster will be assigned to your claim. If you are not able to stay in your home, let your agent or insurance company know where you will be.

► **Work with the adjuster.** The adjuster should call you as soon as possible to come and inspect the damage to your property. But be patient. The cases with the most serious damage will be handled first. Be present when the adjuster comes to inspect your property, and ask for identification. Unscrupulous repairmen often try to take advantage of people who have suffered storm losses.

Make sure you have your insurance policy, your list of possessions and any photos or videos of your property ready for the adjuster. This will make the adjuster's work easier and help settle your claim sooner.

The adjuster will prepare a repair estimate of the damage to your property. When working with the adjuster, it is important that you come to an agreement on what needs to be repaired or replaced. Do not accept an unfair settlement. If you cannot reach an agreement, call your insurance company or contact us here at the Department of Insurance at **1-800-259-5300**.

*Commissioner of Insurance
Robert Wooley discusses the
aftermath of 2002's Tropical
Storm Isidore with Jeff Morrow
of the Weather Channel.*



- **Cleaning up after the storm.** After you call your agent, there are certain things you can do to clean up your property without causing problems with your claim.
- Before you enter your home, check to make sure the structure is not in danger of collapsing.
 - Open windows and doors to help dry out the house, let the air circulate to remove foul odors and help protect you from any leaking gas. Do not start any type of open flame because you could cause an explosion.
 - Make sure the electricity is turned off at the main switch, and do not attempt to turn on any electrical lights or appliances until an electrician has checked your system.
 - Take pictures or video of the damage that occurred both inside and outside your home before you begin to clean up.
 - Once inside your home, be on the lookout for animals - especially snakes. Such animals may have found shelter in your home. Be careful walking around. After a flood, steps and floors may be slippery with mud and covered with debris such as nails and broken glass.
 - It is a good idea to hose down hard goods such as major appliances, even if they are destroyed. But do not throw the damaged hard goods away because the adjuster will need to see them. The adjuster can help you decide what should be thrown away and what should be kept.
 - It is best to throw out perishable foods as they may be contaminated. If your homeowners policy covers perishable foods, keep an itemized list of the things you throw out. Until local authorities proclaim your water supply safe, boil water for drinking and food preparation for five minutes before using.
 - If possible, make temporary repairs to your property to prevent further losses from the elements and from looting. This would include boarding up windows, placing plastic over the roof where it is leaking and drying out wet carpets and furniture. Keep receipts for materials used and keep a record of the repairs you make to give to the adjuster. *Do not make permanent repairs until you are authorized to do so by the adjuster.*
 - If you must move out of your home, keep receipts for your hotel stay and meals because your policy may reimburse these additional living expenses.
 - When making repairs, beware of "fly-by-night" contractors. Get more than one bid, and hire a local reputable contractor to do the repairs.

Must-have supplies...

When an impending storm has been verified, make sure you have the following supplies on hand:

manual can opener

ice chest

water purification tablets

sanitary items, such as toilet paper and soap

disposable plates, cups and utensils

shovel, rake and wheelbarrow

masking/duct tape

plastic trash bags

non-electric clock

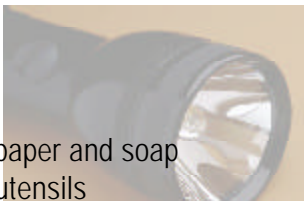
bottled water

canned goods that may be eaten from the can

portable outdoor camping stove or grill with fuel

ladder, bucket, mop, broom and scrub brush

basic tools: hammer, screwdriver, nails and screws



flashlights and batteries

fire extinguisher

instant beverages

first aid kit

all-purpose cleaner

scissors and sewing kit

battery-operated radio

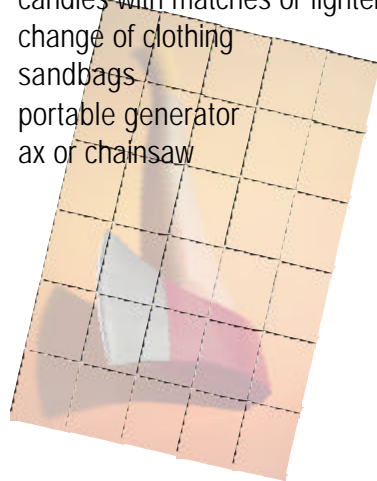
candles with matches or lighters

change of clothing

sandbags

portable generator

ax or chainsaw



Terms to remember:

Hurricane Watch – issued for a coastal area when there is a threat of hurricane conditions within 24 to 36 hours.

Hurricane Warning – issued when hurricane conditions are expected in the coastal area in 24 hours or less. Action for protection of life and property should begin immediately when warning is given.

Severe Thunderstorm Watch – issued by the National Weather Service when weather conditions indicate you may have a bad storm in your area in the next few hours. When a severe thunderstorm watch is in effect you should tell your family to be ready to go to the safest place available in the house in case the storm hits. Watch the sky and listen to the radio or television for further information.

Severe Thunderstorm Warning – issued by the National Weather Service when a storm has been sighted or is indicated by radar. At this point everyone should go to the designated safe place and listen to a battery-operated radio or television for further information.

Tornado Watch – issued by the National Weather Service when tornadoes are possible in your area. Remain alert for approaching storms, blowing debris and the sound of an approaching tornado. Many people say it sounds like a freight train. This is the time to remind family members of the designated safe place in your home, and listen to the radio or television for further developments.

Tornado Warning – issued when a tornado has been sighted or indicated by weather radar. At this time you should take action to protect yourself in case the tornado comes your way.

Storm Categories

<u>Category</u>	<u>Sustained winds</u>
Tropical Depression	38 mph or less
Tropical Storm	39-73 mph
Hurricane 1	74-95 mph
Hurricane 2	96-110 mph
Hurricane 3	111-130 mph
Hurricane 4	131-155 mph
Hurricane 5	155 mph or more

Fujita-Pearson Tornado Scale

F-0: 40-72 mph, can cause chimney damage, broken tree branches

F-1: 73-112 mph, mobile homes can be pushed off foundation or overturned

F-2: 113-157 mph, can cause considerable damage, mobile homes demolished and trees uprooted

F-3: 158-205 mph, roofs and walls can be torn down, trains overturned and cars thrown

F-4: 207-260 mph, well-constructed walls can be leveled

F-5: 261-318 mph, homes can be lifted off foundation and carried considerable distances, automobiles thrown as far as 100 meters

LA storms of the past (Storms began being named in 1950)

Sept. 24, 1956 - Flossy	Sept. 7-8, 1974 - Carmen	Aug. 26, 1992 - Andrew
June 27, 1957 - Audrey	1977 - Babe	Oct. 4, 1995 - Opal
Sept. 15, 1960 - Ethel	July 11, 1979 - Bob	Oct. 5-8, 1996 - Josephine
Sept. 10-12, 1961 - Carla	Aug. 16, 1985 - Danny	July 1997 - another Danny
Oct. 2-3, 1964 - Hilda	Sept. 2, 1985 - Elena	Sept. 10-14, 1998 - Frances
Sept. 9-10, 1965 - Betsy	Oct. 27-31, 1985 - Juan	Sept. 27-28, 1998 - Georges
Aug. 17-18, 1969 - Camille	June 26, 1986 - Bonnie	June 5-17, 2001 - Allison
Sept. 16, 1971 - Edith	Sept. 9, 1988 - Florence	Sept. 26, 2002 - Isidore
		Oct. 3, 2002 - Lili